

Section J.1 - Performance Requirements for Surveillance (DRAFT 6/09/00)

REQUIRED SERVICE	STANDARD	ACCEPTABLE PERFORMANCE LEVEL (AQL)	SURVEILLANCE METHOD	Service Value	Incentive/ Deduction	Section C Reference
Accuracy of entitlement calculation	Calculations processed accurately	Lot size = number of new account establishments. No more than 2% errors in the lot size	Random Sample			3.1 – 3.4
Pay Instruments Delivered	Delivery of payment file on first attempt on designed date	Lot size = number of payments made. Value of late charges cannot exceed 2% of lot size.	Random Sample			3.4
Customer Service-Phone calls and e-mails processed	Phone calls answered and e-mails responded to.	Lot size = number of phone calls received in a 30-day period. No more than 15% calls offered are unanswered. All e-mail responded to within 5 days of receipt.	Inspection			3.5 – 3.5.2.
Customer Service-Accuracy of customer contacts	Accurate and professional responses provided to customers	Lot size=2% of phone calls answered are monitored and rated at 90% or greater (IAW industry standard monitoring techniques).	Random monitoring			3.5
Timeliness of all Accounts established	Accounts established within 30 days of complete entitlement package	Lot size = number of applications received. Value of late establishments cannot exceed 2% of lot size.	Random Sample			3.1 – 3.3.2.5
Timeliness and accuracy of adjustment transactions	Accounts adjusted within 30 calendar days of receipt.	Lot size = number of accounts requiring adjustments. Value of late charges cannot exceed 2% of lot size.	Random Sample			3.1 – 3.3.2.5
Payroll Interfaces for the 1st payroll cycle.	Complete task 30 days before the 1 st scheduled payroll processing cycle.	90% readable file delivery. Verified by payroll process demonstration that includes the appropriate agency(s) interface. Time for demonstration included in task standard.	100% Inspection			5.1 & 8
Activate COOP	Immediately activate COOP to meet payroll	Implement COOP plan within 72 hours or to meet immediate payroll and respond to inquiries.	At each occurrence of COOP activation.			9
Problem Resolution	As stated in C-7.10	Lot size = number of request received every 30 days. No more than 5% of problems unresolved.	Random Customer Complaints			7.10
Restart and Recovery of System	100% notification of system downtime and establish log books.	Provide evidence of no loss of data or information within 2 hours of restarting the system and maintain a logbook of incidents.	Random Inspection of log books.			7.13
Telecommunication	Connectivity to NIPRNET and external interfaces	Maintain a 95% operating connectivity with all necessary agency systems and prevent disruption to services from failed connection.	Random Inspection			7.2.1 – 7.8
Interactive Availability	Ability to access current on-line data	97% completion rate delivery	Random			
Information Processing Center Operations	Maintain Operational Readiness of all services at all times and maintain logs.	When system goes down, it must be brought back on-line within 2 hours, or have an operating backup system on line within 2 hours.	Customer Complaints, Network Failure Logs			7
System Administration	Maintain and design databases	Provide and manage information. Generate reports and retrieve data as scheduled and requested within 8 hours.	Random			6.9
Quality Control	Meet or exceed schedules specified by the government	98% responsiveness to data request, system maintenance, database operations, and quality and timeliness of services.	Random			2 and 7.18.5
Workload Resource Adjustments	Process unplanned mandated changes to Retiree and Annuitant Pay.	Meet government directed tasks and schedules for unforeseen R&A requirements with 95% accuracy on 1 st attempt.	Each occurrence			6.5.1